

*To help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.*



## MassHealth Fall 2007 Provider Forum

### Ready...Simple Solutions

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# Simple Solutions – Automated Solutions

Payer	Enrollment	Manage Members	Prior Authorization	Online Metric Reports	Referrals
NewMMIS	✓	✓	✓	✓	✓
BCBS		✓	✓	✓	✓
Tufts Health Plan			✓		✓
HavardPilgrim Health Care		✓	✓		✓

# Simple Solutions – Understanding Terms

PA – Prior Authorization: a medical service or product that requires approval prior to reimbursement

APAS – Automated Prior Authorization System: an internet based system used to submit and track requests for prior authorizations.

REVS – Recipient Eligibility Verification System: provides easy access to current and complete member eligibility information on the date you provide services. Also provides claim status inquiry and response.

270/271 – Electronic eligibility request and response

276/277 –  
Electronic claims  
status request and  
response

# Simple Solutions – What Are They?

## Intake:

I call MassHealth Customer Service for member eligibility

Don't wait on hold. Use REVS to verify member eligibility 24/7 at your convenience

I need to know what a coverage code means and if the services are covered for this member

Go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth) and to the Provider Library and review the MassHealth Provider Manual subchapter 1

## Billing:

I call MassHealth Customer Service for claim status

Don't wait on hold. Use REVS to verify claim status 24/7 at your convenience

My claims take too long to process and the attachments keep getting lost

Submit your claims electronically and avoid mailing and processing delays. Submit your COB claims electronically and you do not need to attach the EOB or EOMB

# Simple Solutions – What Are They?

## Processes:

My paper checks take too long to arrive and I have to wait to see how much I got paid

Go EFT and avoid the delay in mailing paper checks and making bank deposits. Vendor Web allows you to view your payments on line, 24/7

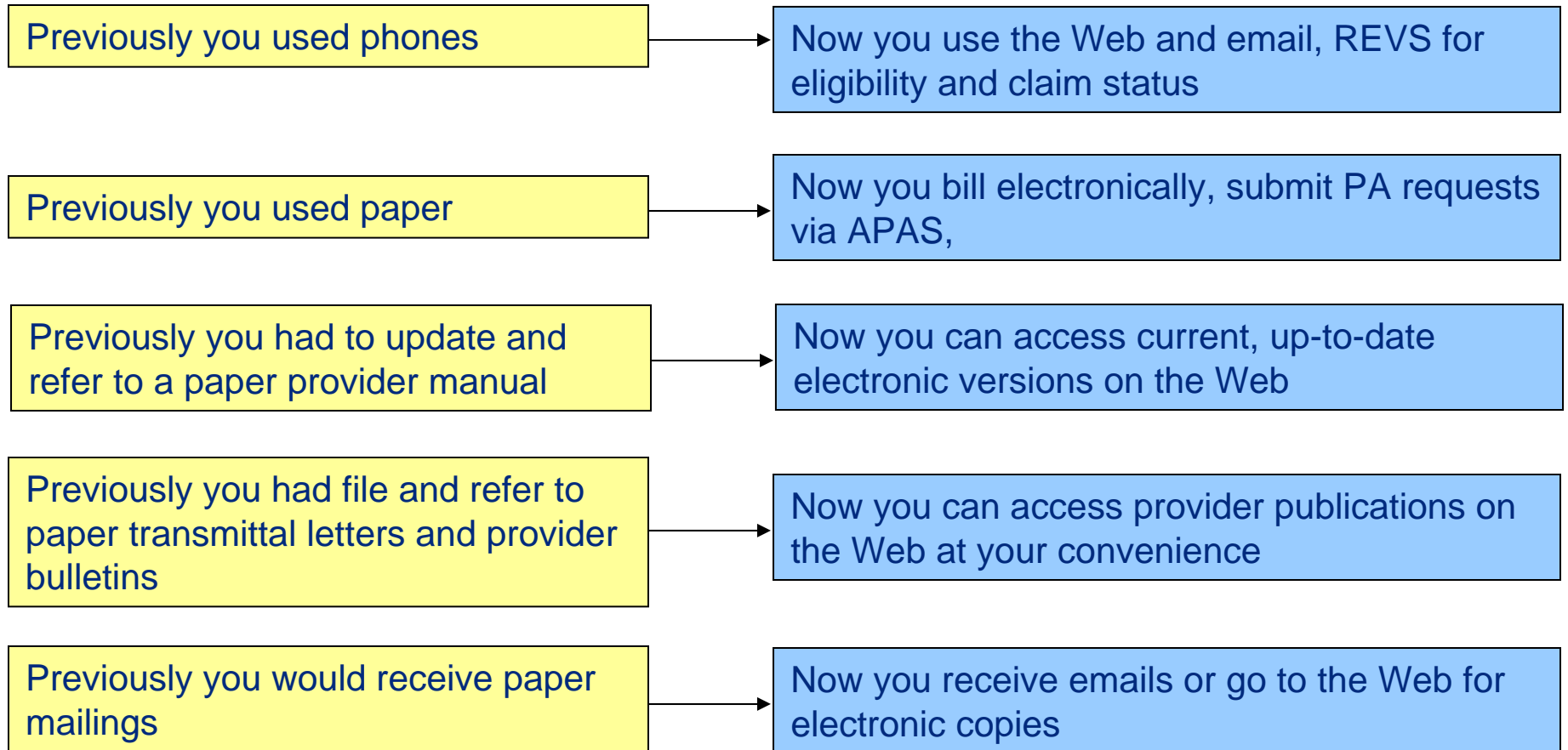
I don't know the status of my PA and I don't get the paperwork in the mail

Sign up for APAS and have access to your information 24/7

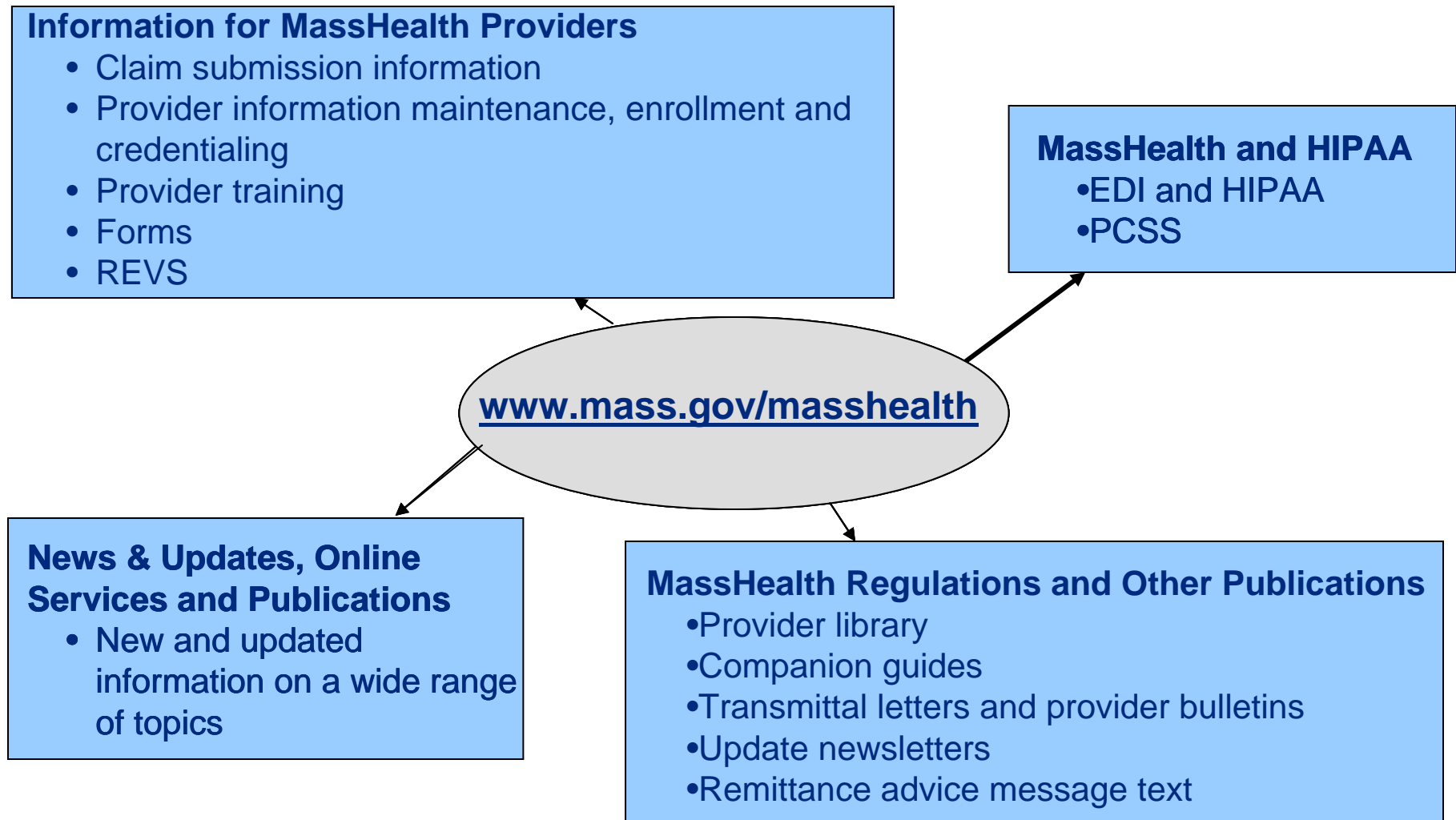
I have members who require transportation services and completing those paper forms is time consuming

Use your Customer Service Web Account to complete your PT-1 online. You may also review the status of a previous request or update an existing request.

# Simple Solutions – What Are They?

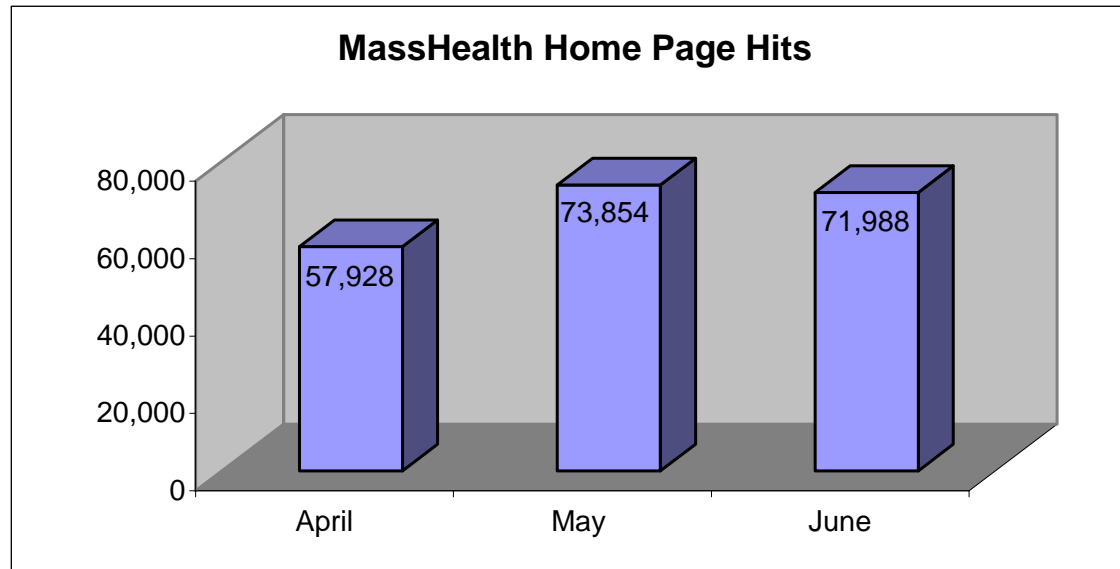


# Simple Solutions – [www.mass.gov/masshealth](http://www.mass.gov/masshealth)





# Simple Solutions – [www.mass.gov/masshealth](http://www.mass.gov/masshealth)



The most popular pages visited include:

- MassHealth Home Page
- Administrative and Billing Regulations
- February Feature of the Month
- Provider Forms
- NPI Information

# Simple Solutions – [www.mass.gov/masshealth](http://www.mass.gov/masshealth)

[www.mass.gov/masshealth](http://www.mass.gov/masshealth) tools

# Simple Solutions – [www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## Preferred Method of Communication

We have made it easier for you to receive MassHealth provider bulletins and transmittal letters that inform you of changes in our programs.

We also offered you the option of signing up for automatic e-mail alerts whenever a new publication was posted to our Web site.

Just select your preferred method of communication from one of the three following options and let MassHealth know your decision.

- E-mail notification (fastest)
- Postcard notification (up to 10 days later than e-mail)
- Paper copy of actual publication (up to 10 days later than e-mail)

# Simple Solutions – [www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## **Today:**

Customer Service Web Account allows you to download forms and other publication and to order them online, request online PT-1 Prescription for Transportation



## **NewMMIS:**

Provider Online Service Center allows you to manage service authorizations including pre-admission screenings, PA, referrals; correspondence and reporting, manage member and provider information and PT-1 forms

# Simple Solutions – Understanding EDI Terms

EDI – Electronic Data Interchange: The exchange of standardized information between computer systems

Implementation Guide – HIPAA manuals outlining the requirements for electronic transactions for claims, eligibility, claim status, etc.

Companion Guide – MassHealth guides that provide specific guidance on implementation guide fields and requirements

HIPAA – Health Insurance Portability and Accountability Act: The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) required the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addressed the security and privacy of health data.

# Simple Solutions – Understanding EDI Terms

**PCSS – Provider Claims Submission Software:**  
Free software provided by MassHealth to allow providers to submit claims electronically

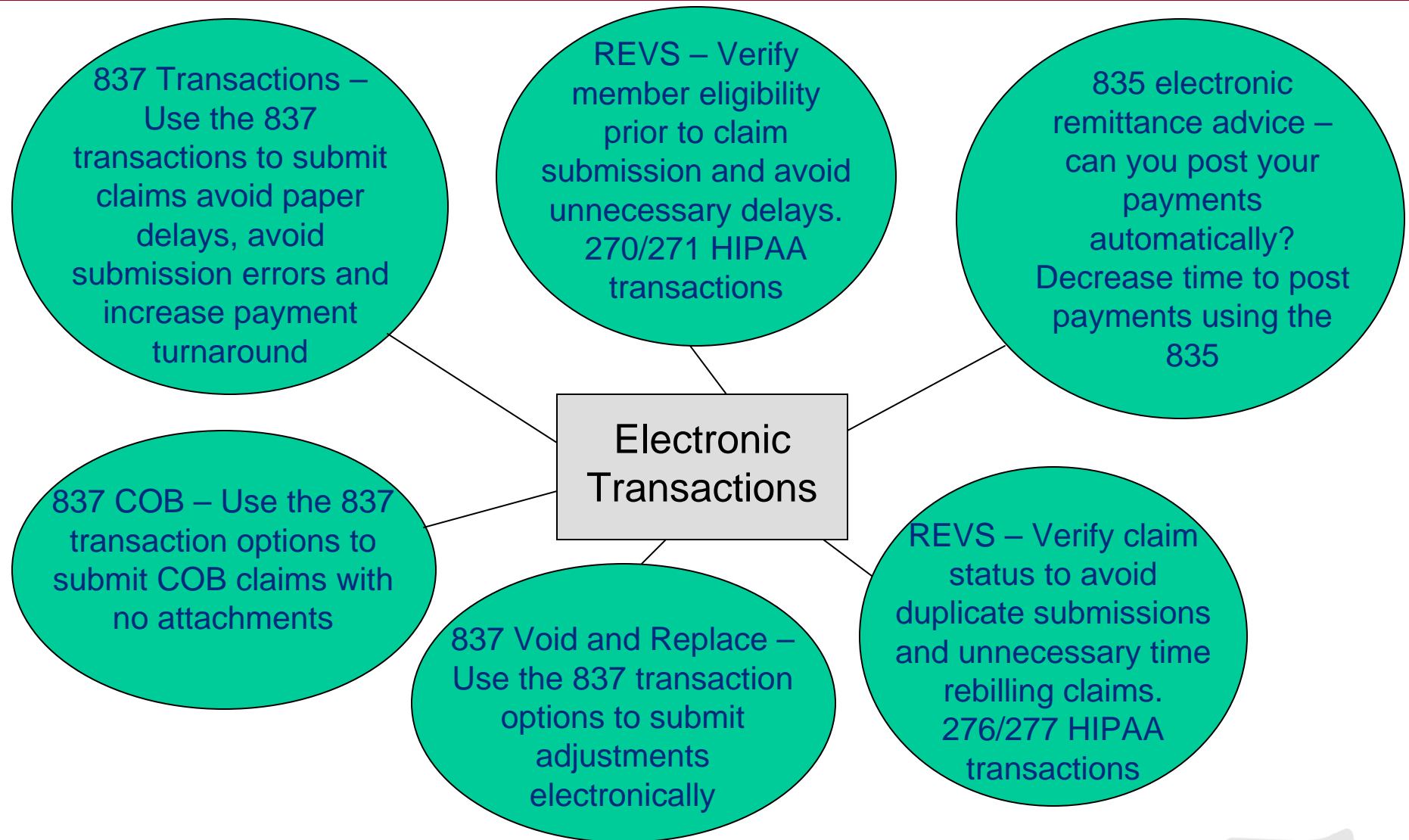
**837 – Electronic claim transaction**  
issued as 3 separate parts: institutional, professional and dental

**COB – Coordination of Benefits:** Claims submitted for payment when the member is also covered by another insurer

**DDE – Direct Data Entry:** Web based system that allows providers to enter their claims directly as an electronic transaction into the payers system

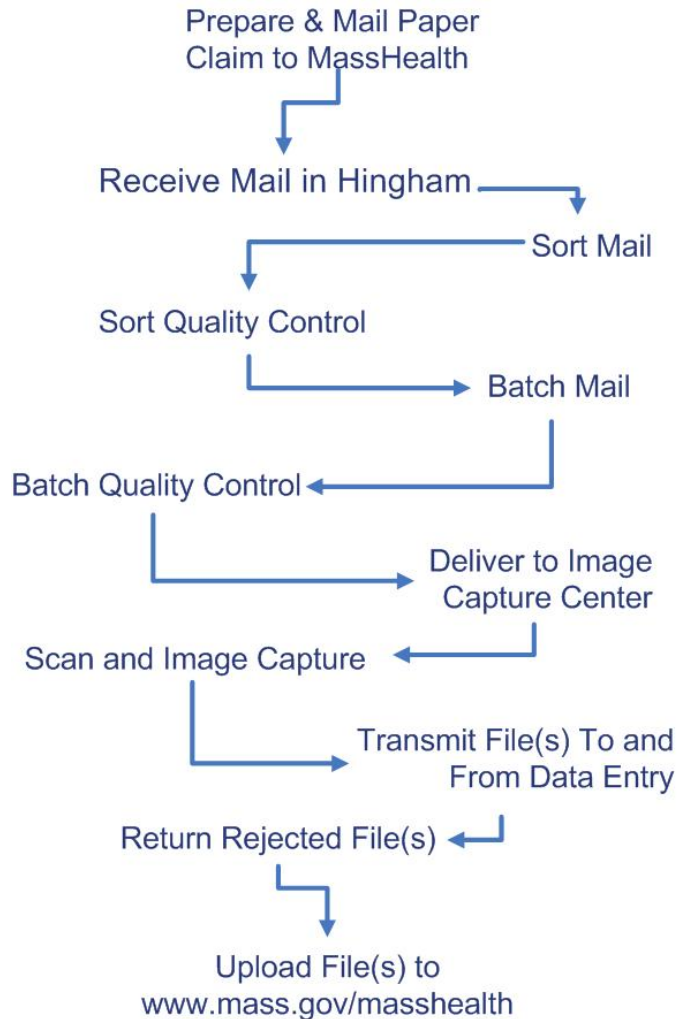
**835 – Electronic remittance advice:** Created to allow providers to automatically post accounts receivables.

# Simple Solutions – Electronic Transactions



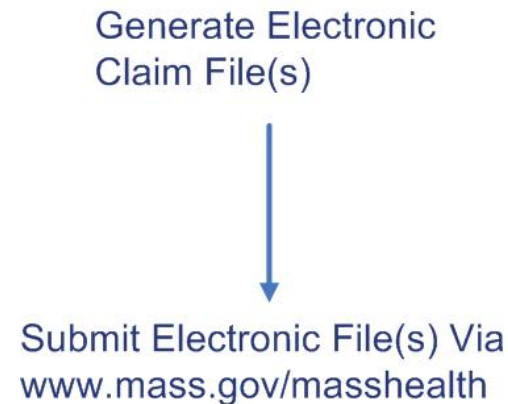
# Simple Solutions – Electronic Resources

## Paper Claims Submission



vs.

## EDI Claim Submission





# Simple Solutions – Electronic Resources

Electronic claims have advantages over paper claims:

- Decrease in processing time – no mailing
- Cleaner claims and an average of 25% fewer errors
- Less clerical handling frees up your resources
- Increased cash flow

# Simple Solutions – Maximizing EDI Benefits

## Maximizing Benefits

### **Void and Replace transaction:**

- This feature provides the capability to submit an adjustment electronically

### **Coordination of Benefits (COB):**

- When you bill COB claims electronically, you do not have to send in a copy of the other insurance's *Explanation of Benefits*, so the billing process is quicker and easier

### **Claims Attachment Form (CAF):**

- Claims typically requiring an attachment may be submitted electronically; the claim will suspend for review and a CAF will be sent to the provider

# Simple Solutions – REVS

REVS is an online tool available 24 hours a day, 7 days a week to provide current and complete **member eligibility** information about MassHealth members and **claim status** information for those members

## REVS Access Methods:

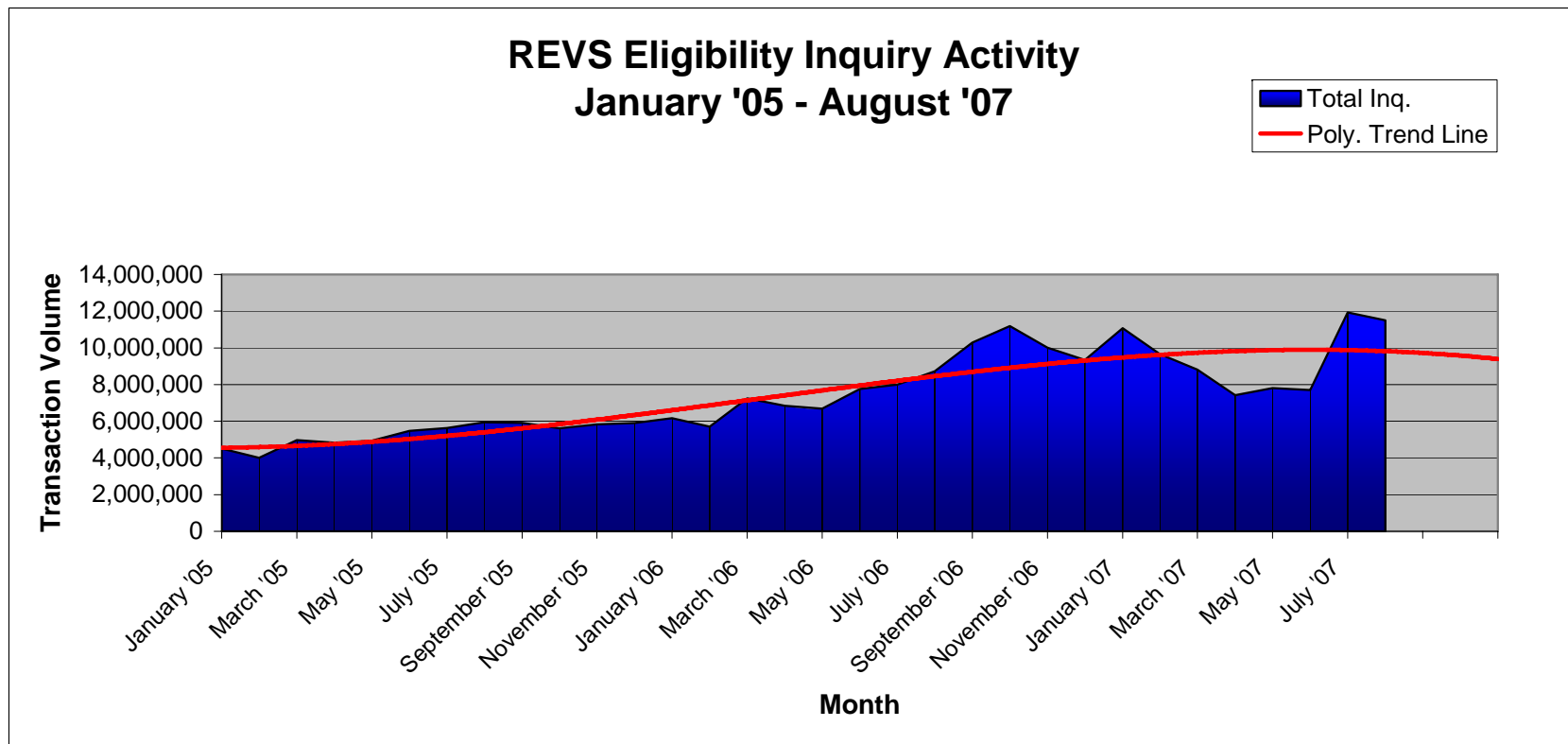
**WebREVS:** <https://www.massrevs.eds.com>

- System is available 24 hours a day, seven days a week
- An eligibility transaction takes less than 8 seconds to complete
- Responses may be printed and retained for your files
- Claim Status response lists the status of benefit claims submitted
- Multiple eligibility and claim-status inquiries can be done at once

**REVSpc:** <https://www.massrevs.eds.com>

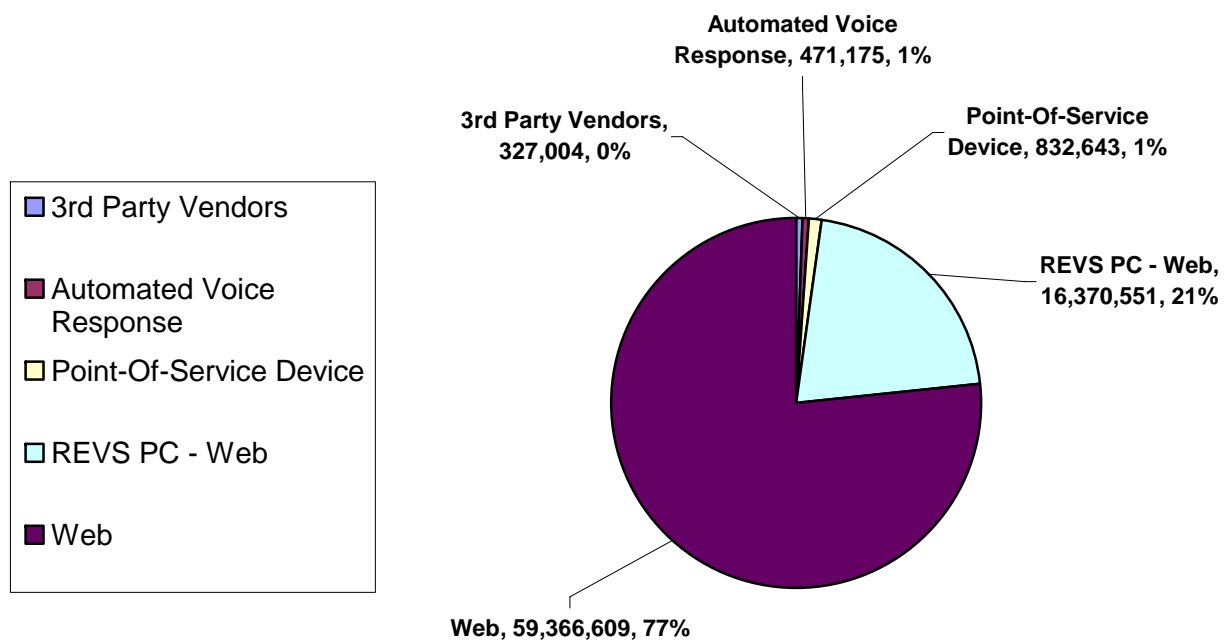
- System is available 24 hours a day, seven days a week
- Connects through the internet allowing 500 inquiries to be made in less than 15 minutes
- Printing and sorting features allow for the customization of reports
- Supports both claim status checks and batch eligibility verification

# Simple Solutions – REVS

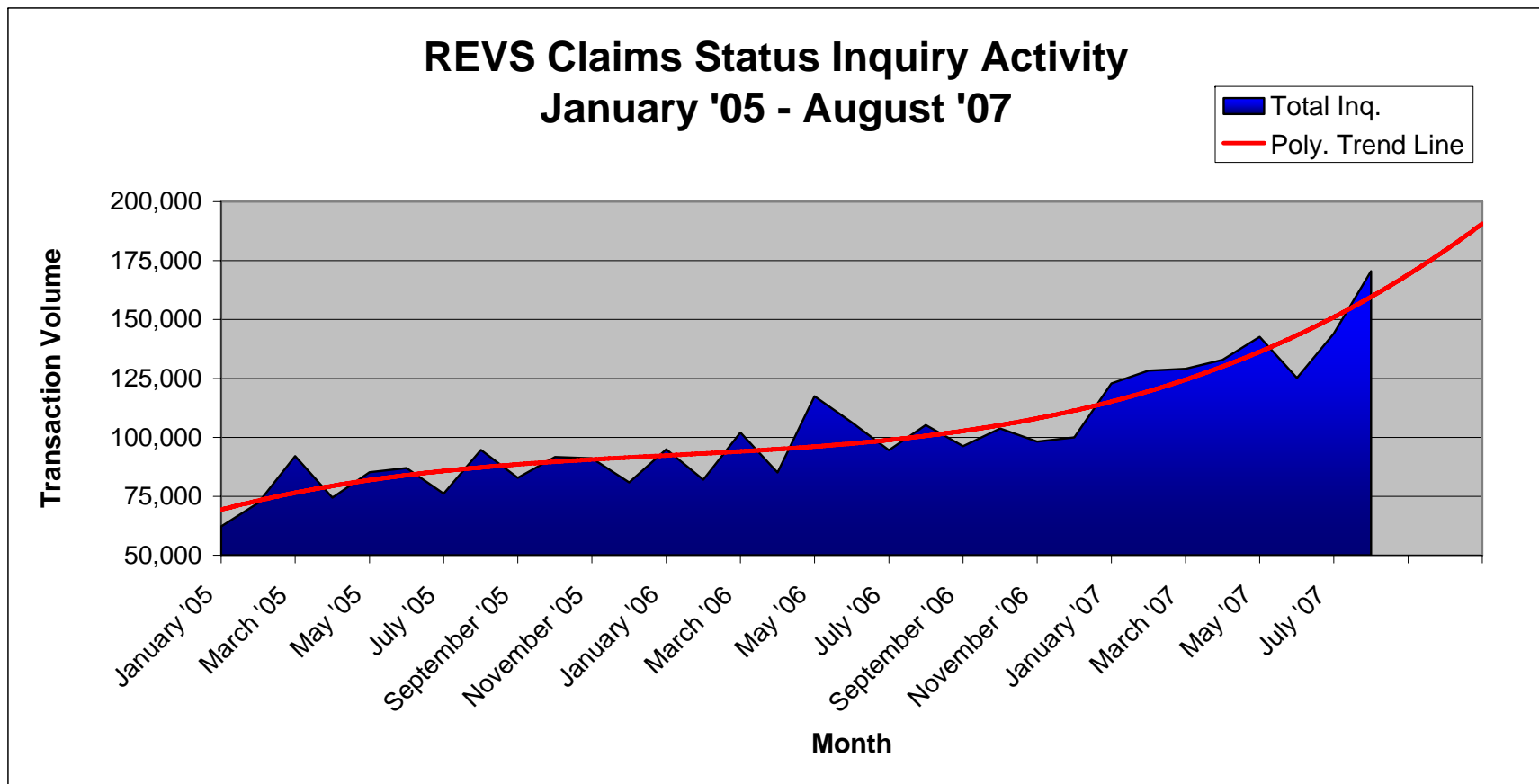


# Simple Solutions – REVS

## 2007 REVS Eligibility Inquiry Activity



# Simple Solutions – REVS



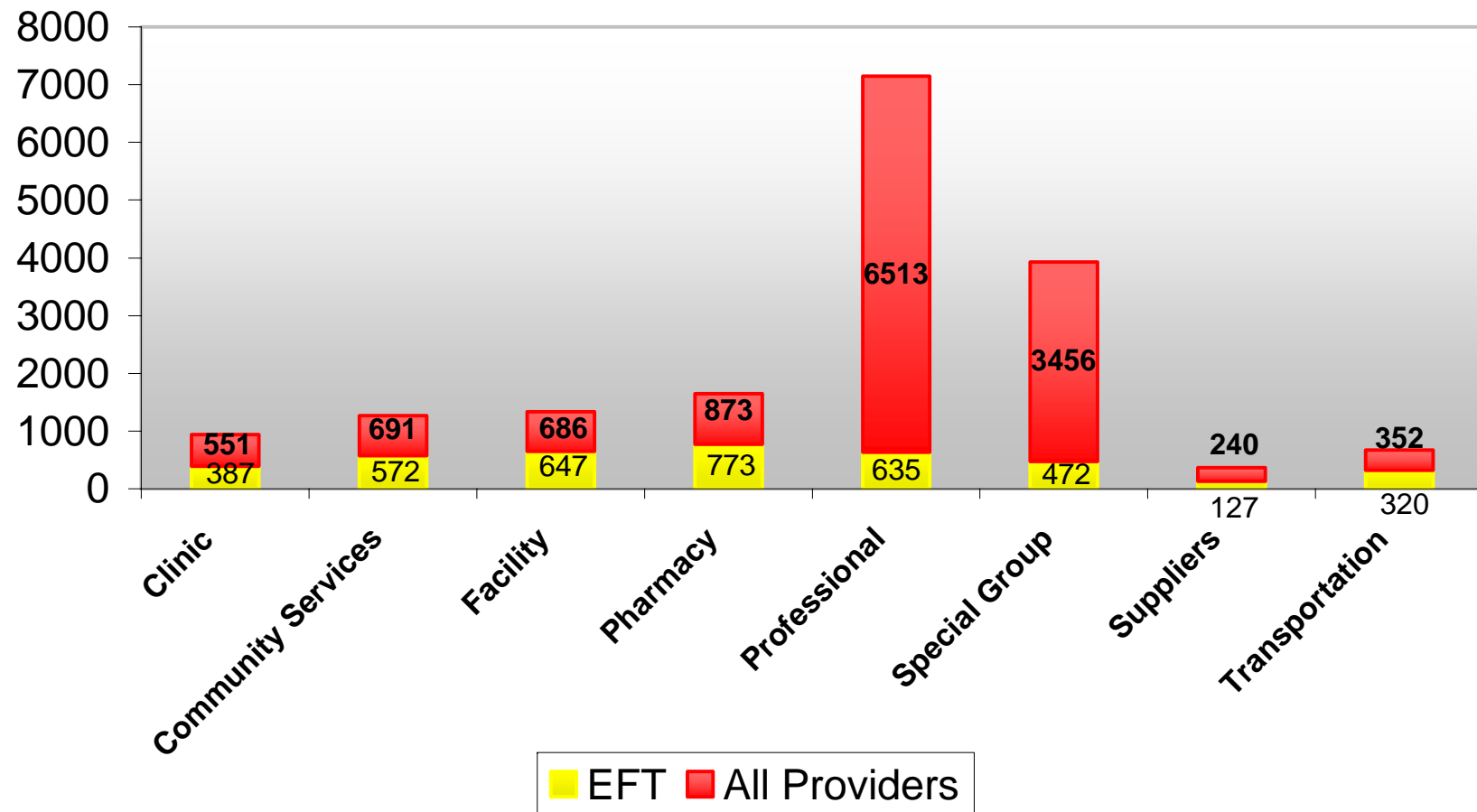
# Simple Solutions – Payment

Providers are encouraged to take advantage of Electronic Funds Transfer (Direct Deposit) where your MassHealth payment will be transferred to a bank account of your choice via Electronic Funds Transfer (EFT). EFT/Direct Deposit offers the following advantages over traditional reimbursement via paper check:

- Timely access to funds
- Reduced administrative burden
- Elimination of lost, stolen or misdirected paper checks

To download an EFT application, go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth), click on the “Information For MassHealth Providers” link, and then click on “MassHealth Provider Forms”.

# Simple Solutions – Payment





# Simple Solutions – Payment

## Vendor Web

Self-service tool that allows provider to view payment transactions issued by the Commonwealth or Massachusetts

### To use VendorWeb:

- Go to VendorWeb site at <https://massfinance.state.ma.us/VendorWeb/vendor.asp>
- On the home page, click **Login**
- Enter your 12-digit alpha/numeric vendor/customer code\* (this starts with “VC”). **If you have an outdated vendor/customer code (one that does not start with a VC), click on Need a New Vendor/Customer Code?** Enter your previous vendor/customer code, then submit.
- Click **Submit**
- To View scheduled payments that have not been issued, click on **Scheduled Payments** (on the left side of the screen)
- To view payment histories, click on **Payment History** (on the left side of the screen)

# Simple Solutions – Electronic Authorization

## **Today:**

Prior  
authorizations  
made via APAS  
using separate log  
on



## **NewMMIS:**

Prior authorizations  
part of the Provider  
Online Service Center.  
One log on.

# Simple Solutions – Questions...

And answers